

43. Please describe the situation: (In response to Question 42. "Have you been discouraged or pressured in any way to not contact Edison staff directly concerning any issues you experience?")

1. We are asked to use the Help Desk.
2. The answer was "Call the HELP DESK." I did not have but one response to my calls to the HELP DESK until the past month.
3. We've been asked that only HR staff contact the Edison Help desk, unless there are specific needs out of our control, such as password resets. We have also encouraged staff to contact HR, due to our negative experiences in contacting the Edison Help Desk that were specific to their inabilities to resolve issues.
4. We are encouraged to contact the Help Desk instead of contacting Edison staff directly.